

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: Approval of Minutes for
February 7, 2002

ITEM NUMBER: 2

ATTACHMENT(S): 1

ACTION: X

DATE OF MEETING: March 7, 2002

INFORMATION:

PRESENTER(S): Chairperson

Please see the attached minutes of the February 7, 2002, Benefits and Services Committee meeting.

**PROPOSED
MINUTES OF THE
BENEFITS AND SERVICES COMMITTEE MEETING
OF THE
CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM
THURSDAY, FEBRUARY 7, 2002
BOARD ROOM
7667 FOLSOM BOULEVARD
SACRAMENTO, CALIFORNIA**

COMMITTEE MEMBERS PRESENT

Karen Russell, Chairperson

Gary Lynes

Marty Mathieson

Carolyn Widener

Louis Willhoit, representing the State Controller, Kathleen Connell

Curt Robinson, representing the Superintendent of Public Instructions, Delaine Eastin

OTHER BOARD MEMBERS PRESENT

Ted Eliopoulos

George Fenimore

Annette Porini

Jay Schenirer

STAFF PRESENT

Jack Ehnes, Chief Executive Officer

Michael Carter, DCEO, CBS Branch

Christopher J. Ailman, Chief Investment Officer

Christopher W. Waddell, Chief Counsel

Ed Derman, DCEO, EAPD Branch

Peggy Plett, DCEO, Administration Branch

Laurence Martin, DCEO, Information and Financial Systems

Gail Chun-Deduonni, Chief, Disability Services Division

Alice Suitt, Manager, Regional Counseling Services

Jan Vine, Executive Assistant

OTHERS PRESENT

Loretta Toggenburger, UTLA- R

Beverly Carlson, CTA

Edna White, CRTA

Susan Goff, CRTA

Elizabeth Mackenzie

John Bailey, FACCC

Patrick McCallum, LACCG

Dorothy Moser, CTA- R

Lois Shive, CTA

Ann McWherter, PARS

Eva Hain, CRTA

Steve DePue, CTA

Donald Douglas, CTA-R

A quorum being present, Chairperson Russell called the meeting to order at 8:30 a.m.

II. **APPROVAL OF MINUTES OF DECEMBER 6, 2001**

MOTION duly made by Mr. Mathiesen, seconded by Ms. Widener, and carried to approve the Minutes of the December 6, 2001, Benefits and Services Committee.

III. **ANNOUNCEMENTS**

There were none.

IV. **CONSENT AGENDA**

Chairperson Russell presented the two proposed Administrative Law Judge (ALJ) decisions for the Committee's consideration. Staff recommended that the Committee support the ALJ decisions to grant the Reduced Offset to \$10,000 for David E. French and to deny the Increase in Disability Allowance for Bruce A. Stevenson.

MOTION duly made by Mr. Mathiesen, seconded by Mr. Lynes, and carried to adopt the Proposed ALJ Decisions as presented.

V. **WARRANT STUB MESSAGE - MARCH 1, 2002 MAILING**

Mr. Carter presented this item

VI. **REGIONAL COUNSELING SERVICES (RCS) PRESENTATION**

Mr. Carter and Ms. Suitt presented an overview of the Regional Counseling Services offered to members. Past year's experience showed that approximately 50,000 members received counseling services of which 32,000 were face-to-face counseling services. The methods being offered this year include face-to-face one-hour interviews, retirement workshops, group appointment workshops (approximately 25 members per event) and "large" group appointment workshops (approximately 100 to 150 members per event). Given the anticipated demand in counseling services, strategies were shared to address the increased demand. The primary solution offered on an immediate basis are the deployment of additional FTEs recently approved by the Board and an increase in Group Workshops throughout the state.

Future strategies include encouraging members to use the Website for readily available information, the possibility of telephone interviews and other potentially more efficient methods of communicating information.

Mr. Carter also announced that a new service will be offered in March/April 2002, which consists of a comprehensive estimate being sent to members age 50 and over.

Ms. Suitt shared with the Committee and audience a packet outlining the various upcoming workshops. Also, Steve DePue of CTA and others offered to distribute these flyers electronically statewide.

Chairperson. Russell, Mr. Lynes, Mr. Willhoit, Mr. Mathiesen and Mr. Carter thanked Ms. Suitt and her staff on their outstanding efforts and service to the members.

In addition, staff are working with constituent groups and Ed Derman on additional avenues and strategies by which to reach members for this critical service.

VII. LEVEL OF SERVICE STANDARDS

Mr. Carter reported that initial payments for service retirements were on time and that the service retirement finalization backlog will be covered as a special item at the March meeting. Disability payments are running smoothly and service levels for this program are being met. Regarding Survivor Benefits, staff are working two weekends per month with hopes of achieving a flow basis within four months. Mr. Carter added that although impacted by the State freeze by approximately two months, the Phone Center is now fully staffed. After approximately one month of training a full compliment of staff will be available to answer member calls.

VIII. DRAFT AGENDA FOR THE MARCH COMMITTEE MEETING

The multiple Service Retirements Finalization Letters, and an item on Annual Statement Estimate Letter to members' age 50 and older were added to the agenda.

IX. OPPORTUNITY FOR STATEMENTS FROM THE PUBLIC

Loretta Toggenberger requested that a workshop be located in LA city this year, the Fact Sheet be put on the CalSTRS' Website and asked if the "Express Retirement" process is available on all forms (it is available).

Dorothy Moser, CTA, NEA-Retired, thanked the Committee for all the good work it is doing and Ms. Moser expressed that a Service Retirement finalization cannot occur until the District sends all the information to CalSTRS.

X. **ADJOURNMENT**

There being no further business to conduct, Chairperson Russell adjourned the meeting at 9:30 a.m.

JACK EHNES, Chief Executive Officer
Secretary to the Teachers' Retirement Board

Karen Russell, Chairperson